

CITY OF BEREA  
POSITION DESCRIPTION

Class Title: Welcome Center Coordinator

Department: Tourism

Supervisor: Executive Director

Supervises: Reception Staff (Part-Time)

Class Characteristics: Under the direction of the Executive Director, supervises part-time Reception Staff at Welcome Center while assisting with performing required duties; performs related work as required.

General Duties and Responsibilities:

Essential:

1. Supervises part-time Reception Staff while assisting with required duties.
2. Insures consistency at the front desk.
3. Assists visitors as requested or required.
4. Makes room/dinner reservations for visitors.
5. Sends out agendas for Tourism Commission meetings; attends meetings and takes minutes; prepares draft minutes of meetings for approval.
6. Greets tourists as they enter the facility; provides information as needed.
7. Answers telephone and direct calls to appropriate staff.
8. Organizes and prepares for meetings/functions.
9. Schedules buildings for activities.
10. Orders supplies.
11. Assists with large mailings; orders postage as necessary; assists with shipping.
12. Fulfills daily phone requests.
13. Assists with relocation packets and other information for persons interested in relocating to the City of Berea.
14. Completes weekend reports.
15. Performs janitorial duties, including building maintenance, sweeping floors, cleaning bathrooms, emptying trash/garbage, etc.
16. Performs additional duties as requested by the Executive Director.

Non-Essential: None.

MINIMUM QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent supplemented by one year related work experience.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Knowledge of City of Berea and the Tourism Commission rules, regulations, policies, and procedures.
2. Knowledge of the goals and responsibilities of the Tourism Commission.
3. Knowledge of computers and applicable software programs.
4. Knowledge of the operations, activities and events at the Welcome Center.
5. Knowledge of the City of Berea tourism events and activities held during the year.
6. Knowledge of the tourism industry.

Skills:

1. Exceptional public relation skills.
2. Exceptional communication skills.
3. Excellent telephone skills.
4. Excellent organizational skills.
4. Map skills.

Abilities:

1. Ability to supervise part-time staff while assisting with required duties.
2. Ability to meet and greet visitors at the Welcome Center.
3. Ability to inform visitors of events at the Center as well as tourism related events in the City of Berea.
4. Ability to sit/stand/walk for eight-hour work period.
5. Ability to be self motivated.
6. Ability to work irregular hours, including evenings and weekends.
7. Ability to establish and maintain an effective working relationship with City and Tourism Commission officers and employees, and the general public.

ADDITIONAL INFORMATION

Instructions: Instructions are somewhat general; many aspects of work covered specifically, but must use some of own judgment.

Processes: Must occasionally consider different courses of action, or deviate from standard procedures, to get the job done.

Review of Work: Completed work generally is not reviewed, but may be spot-checked.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: General office equipment (computer, telephone, copier, postage machine, etc.).

Physical Demands: Work is typically performed indoors sitting at a desk or table; must be able to lift light items weighing less than 25 pounds as a requirement of the job.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Little or no use of confidential information.

Mental Effort: Moderate.

Interruptions: Constant.

Special Licensing Requirements: None

Availability: Must be able to work evenings and weekends.

Certification Requirements: None.

Additional Requirements: Must meet job-related physical and psychological requirements in effect at the time of appointment, and must pass any job-related mental, psychological and/or physical qualifying examinations that may be prescribed.

Overtime Provision: Non-exempt.